



Recruitment Notice

The City of Miami Gardens is committed to employing a talented and diverse workforce. The City of Miami Gardens is an Equal Opportunity Employer, and as such, will not permit discrimination on the bases of race, religion, color, sex (including pregnancy and gender identity), sexual orientation, parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or any other non-merit based factor in its recruitment and hiring practices.

Veterans Preference shall be granted in accordance with Chapter 295 of the Florida Statutes. Resident Preference shall be given in accordance with the City of Miami Gardens Ordinance No. 2010-27-235.

The City of Miami Gardens is Drug-Free Workplace. All applicants who are selected for employment may be subject to substance screening.

Position: Telecommunicator Supervisor (Revised)
Requisition #: 15-004
Department: Police Department
Position #: 0150-002
Opening Date: April 16, 2015
Closing Date: May 1, 2015, or until filled
FLSA Status: Non-Exempt
Hourly Pay Range: \$22.11 per hour - \$26.23 per hour

GENERAL DESCRIPTION

This is a non-sworn, full-time, non-exempt position responsible for administrative, technical, and supervisory work involving receiving calls directed to the City of Miami Gardens Police Department, including requests for police services or information, and dispatching personnel and equipment for emergency service through the use of telephone, radio, computer and other communications equipment on an assigned shift.

The Telecommunicator Supervisor is under general directions of the Telecommunications Manager and will receive requests for police services and promptly dispatching personnel and equipment in response to emergency calls or provide requested information. Duties will include the operation of the police radio system, radio and recorders, computer terminals, and the periodic testing of communications equipment.

ESSENTIAL JOB FUNCTION: *This is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

Receives verbal and written complaints and inquiries from the public and other government agencies, provides information on departmental regulations and procedures, and explains courses of action that will or have taken place.

Develops and coordinates work assignments, resolves problems, prepares work schedules and sets deadlines to ensure completion of unit functions.

Plans, assigns and reviews the work of telecommunicators.

Attends various training courses and reads materials pertinent to telecommunications to keep abreast of current developments; identifies training needs, prepares lesson plans and conducts training sessions.

Performs duties of telecommunicators in order to supplement staff during personnel shortages and acts in the absence of superiors to provide continuity of operations.

Trains and evaluates new telecommunicators.

As a supervisor, inspects personal appearance and equipment of personnel, makes work and equipment assignments, conducts informal training sessions, discusses activities in area of assignment, and provides advice in lieu of the Telecommunications Manager.

As a supervisor, advises public on police procedures, determines if a dispatch is necessary and gives referral information on other agencies.

Supervises the operation of a police emergency radio system receiving requests for police protection or services; obtains correct and necessary information to dispatch personnel and equipment to scenes of police incidents and other emergencies, through the use of radio, telephone and other equipment.

Makes recommendations to the Telecommunications Manager regarding evaluation, discipline, and promotion of telecommunicators; authorizes leave and overtime.

Performs other related work as required.

MINIMUM QUALIFICATIONS:

Desirable Knowledge, Skills and Abilities: *(The knowledge, abilities and skills identified in this class specification represent those needed to perform the duties of the class. Additional knowledge, abilities and skills may be applicable for individual positions in the employing departments.) Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Considerable knowledge of telecommunications management practices and procedures.

Considerable knowledge of the principles of modern management and supervisory methods.

Considerable knowledge of Windows and MS Word.

Considerable knowledge of the National and Florida Crime Center's Systems.

Ability to analyze, evaluate and resolve problems effectively.

Ability to prepare meaningful and informative special and regular reports, as required.

Ability to plan, organize, evaluate, and supervise the work of personnel in a manner conducive to peak performance and high morale.

Ability to communicate effectively, both orally and in writing under the pressure of numerous calls and emergency conditions.

Ability to work all shifts, including nights, weekends, and holidays.

Ability to concentrate on details of several incidents occurring simultaneously over long periods of time and establish proper priorities during incidents of high volume.

Ability to remain composed and speak in a normal, clear voice under the pressure of numerous calls and emergency conditions.

Ability to establish and maintain effective working relationships with employees, other supervisors and officials, and the general public.

Education & Experience Requirements:

Graduation from an accredited high school or vocational school or GED, supplemented by college level coursework with emphasis in Business Administration, Public Administration, Criminology, Criminal Justice, or closely related field; Associate's degree is desirable. Must have a minimum of three (3) years in a police and/or fire telecommunications center. Must possess the Florida Department of Health Certification for Emergency dispatching. Must currently possess and maintain, throughout employment, a valid Florida driver's license and a satisfactory driving record. Must be able to successfully complete all required training including National Incident Management System (NIMS) training. An equivalent combination of education, training and experience will be considered. Applicants qualifying for employment will be subject to a polygraph examination and an extensive background screening.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential.*

The employee must occasionally lift and move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is quiet to moderately loud. Sometimes work is stressful when working under stringent time constraints. Work is performed in a temperature controlled modern office setting, mostly from a seated position at a modular workstation.

While performing the duties of this job, the employee is frequently required to sit, talk and or hear. The employee is occasionally required to stand, to use hands and fingers, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

**To apply please complete and deliver a
City of Miami Gardens Application Form to:**

**City of Miami Gardens, Human Resources Department
18605 NW 27 Avenue, First Floor, Suite 126 East
Miami Gardens, FL 33056**

Or

Fax to: (305) 474-1286

www.miamigardens-fl.gov